Province of British Columbia

Ministry of Provincial Secretary and Government Services

ANNUAL REPORT

1987/88

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ANNUAL REPORT

for the fiscal year ended March 31, 1988

ELWOOD N. VEITCH
Provincial Secretary
and Minister of Government Services

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June 30, 1988

His Honour Robert G. Rogers
Lieutenant-Governor of British Columbia

MAY IT PLEASE YOUR HONOUR:

Herewith I respectfully submit the Annual Report of the Ministry of Provincial Secretary and Government Services for the fiscal year ended March 31, 1988.

Yours truly,

Elwood N. Veitch
Provincial Secretary
and Minister of Government Services

June 27, 1988

The Honorable Elwood N. Veitch
Provincial Secretary
and Minister of Government Services
Parliament Buildings
Victoria, B.C.

Sir:

I have the honour to submit the Annual Report of the Ministry of Provincial Secretary and Government Services for the fiscal year ended March 31, 1988.

Yours truly,

Melvin H. Smith, Q.C.
Deputy Provincial Secretary
and Deputy Minister of Government Services

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British Columbia's New Coat of Arms

During 1987/88, staff of the Ministry of Provincial Secretary and Government Services assisted with the creation of British Columbia's new coat of arms, organized a unique ceremony of granting and proclamation, and co-ordinated an eight-day visit to the province by Her Majesty The Queen and His Royal Highness the Duke of Edinburgh.

At the ceremony The Queen granted the coat of arms by Royal Warrant. The Provincial Secretary, the Honorable Elwood N. Veitch, issued a Provincial Proclamation bringing the coat of arms into use. Deputy Provincial Secretary Melvin H. Smith, Q.C. affixed to the proclamation the Great Seal of British Columbia bearing the new coat of arms.

The completed coat of arms is similar to the one in use for decades but unauthorized. The most significant modification is to the crest (the topmost figure). To distinguish it from the Royal Crest, a garland of Pacific dogwood, the provincial flower, now circles the lion's neck. A golden helmet, mantled and wreathed in red and white, has been placed between the crest and the shield. This symbolizes British Columbia's co-sovereign status in Confederation. Dogwood flowers now entwine the motto scroll.

The ceremony of granting and proclaiming the complete coat of arms was notable for two reasons. It was the first time the Royal Crest has, with an appropriate differencing mark, been granted to another jurisdiction. And it was the first time that Her Majesty and one of her Officers of Arms were present outside of Great Britain to sign a Royal Warrant.

The complete Coat of Arms of British Columbia, granted by Her Majesty Queen Elizabeth II in a ceremony at the Law Courts, Vancouver on October 15, 1987.

Deputy Minister's Report

I was appointed Deputy Minister of this ministry on the first day of the fiscal year covered by this annual report. The year has been one of major achievement in almost all branches of this diverse and unique ministry. Among its accomplishments:

- Senior staff, together with the Protocol Branch, planned and executed provincial responsibilities related to a most successful Royal Visit of The Queen and Prince Philip, and the related Commonwealth Heads of Government Meeting, in October, 1987.
- Royal approval was sought and obtained for the province's Coat of Arms, completing eighty years of "unfinished business."
- As Deputy Minister, I assisted in the establishment of the Government House Foundation, an advisory body to encourage the enhancement of Government House.
- Substantial amendments were passed to the province's *Election Act*. In addition, a street index for all provincial residential addresses is now available in computer-readable form — the first in Canada.
- The Public Accounts Committee of the Legislature, which supervises the retention and disposal of government documents, approved a record number of applications.
- The establishment of the Administrative Records Classification System (ARCS) in December, 1987, provided the framework for a uniform system of records management across government — a major achievement. Substantial savings in document storage costs have also been achieved.
- Expenditures from the Lottery Fund for a variety of public purposes exceeded $120 million.
- Near-record numbers of grants, valued at $546,000, were approved to enable 22 communities in remote areas to receive improved television services by satellite.
- A major rationalization of the government's air fleet took place, resulting in the planned sale of several aircraft and purchase of a Canadair Challenger. The number of patients transported by air ambulance reached an all-time high.

- Changes were made to ensure that the management of all light vehicles within government will be administered by the ministry's Vehicle Management Branch.
- Postal Services Branch handled 42.3 million pieces of mail in its offices throughout the province. An increase in the distribution of mail by courier contracts resulted in postage savings of some $93,000. In November, 1987 the branch hosted the first inter-provincial Postal Services Conference.
- The reputation of the Queen's Printer as one of the most efficient in-house printing and publishing operations in the country was maintained, along with a trend established over recent years to contract an increasing amount of printing to the private sector.
- The Risk Management Branch developed a government-wide risk management strategy in consultation with Treasury Board.
- A number of meetings with federal communications regulators ensured British Columbia's interests were recognized in proposed new telecommunications and broadcast policies.
- Communications Programs Branch intervened on behalf of B.C. consumers in C.R.T.C. hearings into B.C. Telephone Company long-distance rates.
- Government Agents throughout the province acted as key links in the establishment of British Columbia's eight Development Regions.
- During the year work performed and revenue received by Government Agents reached an all-time high. A computer-based revenue control system was established.
- Twenty-eight Government Agents offices developed on-line access to ten databases, including B.C. Medical Plan and Real Property Taxation.
- The first B.C. Access Centre, providing community-oriented "one-stop shopping" for government information and services, was opened in Fort St. John in January, 1988. Access centres in Nanaimo and Terrace are slated to open soon.
- The Dr. Ida Halpern Collection of Northwest Coast Indian music and research papers, a collection of international significance, was obtained by the Provincial Archives.
- The Superannuation Commission acted on substantial legislative amendments made in 1987/88 to streamline several public sector pension plans, providing for the Early Retirement Incentive Program and for the special pension options related to privatization initiatives.

The efficiency and dedication of the ministry's Administrative and Support Services staff helped make these achievements possible.

The ministry is blessed with a competent and highly-motivated group of employees. I extend my thanks to all of them for a most successful year and a job well done.

Melvin H. Smith, Q.C.,
Deputy Provincial Secretary
and Deputy Minister of Government
Services

The Ministry of Provincial Secretary and Government Services

The ministry's mandate is to serve
British Columbia's constitutional needs
and to provide goods and services to government.

PABC HP22332

Charles Good, B.C.'s first Provincial Secretary, held office by appointment during the time the colony became a province. Following the 1871 provincial election, a Member of the Legislative Assembly assumed the post, and Good was appointed B.C.'s first Deputy Provincial Secretary.

The Provincial Secretary

The ministry supports one of the oldest offices in the provincial government, that of Provincial Secretary. Since British Columbia joined Confederation, the Provincial Secretary has been an elected Member of the Legislative Assembly. Some of the Provincial Secretary's duties are the same as the Colonial Secretary's were in the early days of the British colonies of Vancouver Island and British Columbia. Present duties include:

- acting as registrar of documents of state and other documents required by statute to be filed with government,
- having the custody of the Great Seal of British Columbia,
- acting as publisher and custodian of Orders-in-Council,
- meeting the protocol needs of the province,
- serving as liaison between government and the Lieutenant-Governor and Speaker of the Legislative Assembly,
- providing for record-keeping and maintaining the Provincial Archives,
- acting as property manager of the Legislative Buildings and Government House.

Services to Government and Public

During the fiscal year ended March 31, 1988, this ministry was charged with providing:

- a wide range of goods and services to government ministries and agencies:
  - — government postal service
  - — management of government vehicles
  - — the Queen's Printer
  - — government air service
  - — communications programs and policy
  - — risk management,
- administrative support services to the Legislative Assembly, Executive Council, the Premier's Office and the Office of the Lieutenant-Governor,
- services to the public and government in many communities through the electoral offices and Government Agents,
- the administration of nine public-sector pension plans and the employee benefit plans for the public service and Crown Corporation employees,
- public information through the management of archival records,
- the administration of lottery funds for public purposes.

These mandates derive from the numerous statutes listed in Appendix III to this report. The ministry's overall mandate is based on the *Ministry of Provincial Secretary and Government Services Act.*

Staffing

The ministry had 995 full-time equivalent (F.T.E.) positions allocated for 1987/88, not including those reassigned during the year. Government Personnel Services Division, Government Information Services and Telecommunications Services were transferred elsewhere during the year.

The following chart shows approved ministry staffing for each program. "Unallocated" F.T.E.s were staff of Government Information Services the ministry retained after August, 1987.

Ministry Staffing by Program

	Full-time Equivalent (FTE) Employees
Minister's office	5
Executive	12
Government House	4
Protocol and Special Services	11
Elections	57
Provincial Archives	45
Records Management	21
Lottery Grants	6
Communications Programs	10
Air Services	58
Vehicle Management	27
Postal Services	92
Queen's Printer	145
Risk Management	5
Government Agents	282
Administrative Services	11
Government Switchboard	26
Financial Services	26
Computer Systems	11
Personnel Management	13
Superannuation Commission	107
Public Service Commission	3
Unallocated	18
Total	995

Organization

During the fiscal year 1987/88, the ministry comprised 20 branches, plus the administration of orders-in-council (OIC) and a Public Service Commission. The directors of 14 branches and a public information officer reported to two Assistant Deputy Ministers. Three branches operated under the Superannuation Commissioner's supervision while three branch directors and the OIC administrator reported directly to the Deputy Provincial Secretary.

Because much of its service was to government operations, legislators and facilities in the provincial capital, the ministry was relatively centralized. All branches are based in Victoria. Three with field extensions are Government Agents, Postal Services and Vehicle Management branches.

The Provincial Secretary and Minister of Government Services was also responsible for the activities of the Public Documents Committee and for the operation of the British Columbia Lottery Corporation and B.C. Buildings Corporation.

The following chart shows the lines of authority in the ministry. Branch reports are grouped according to the nature of the ministry's programs. Management personnel are identified in Appendix II, with their current affiliations.

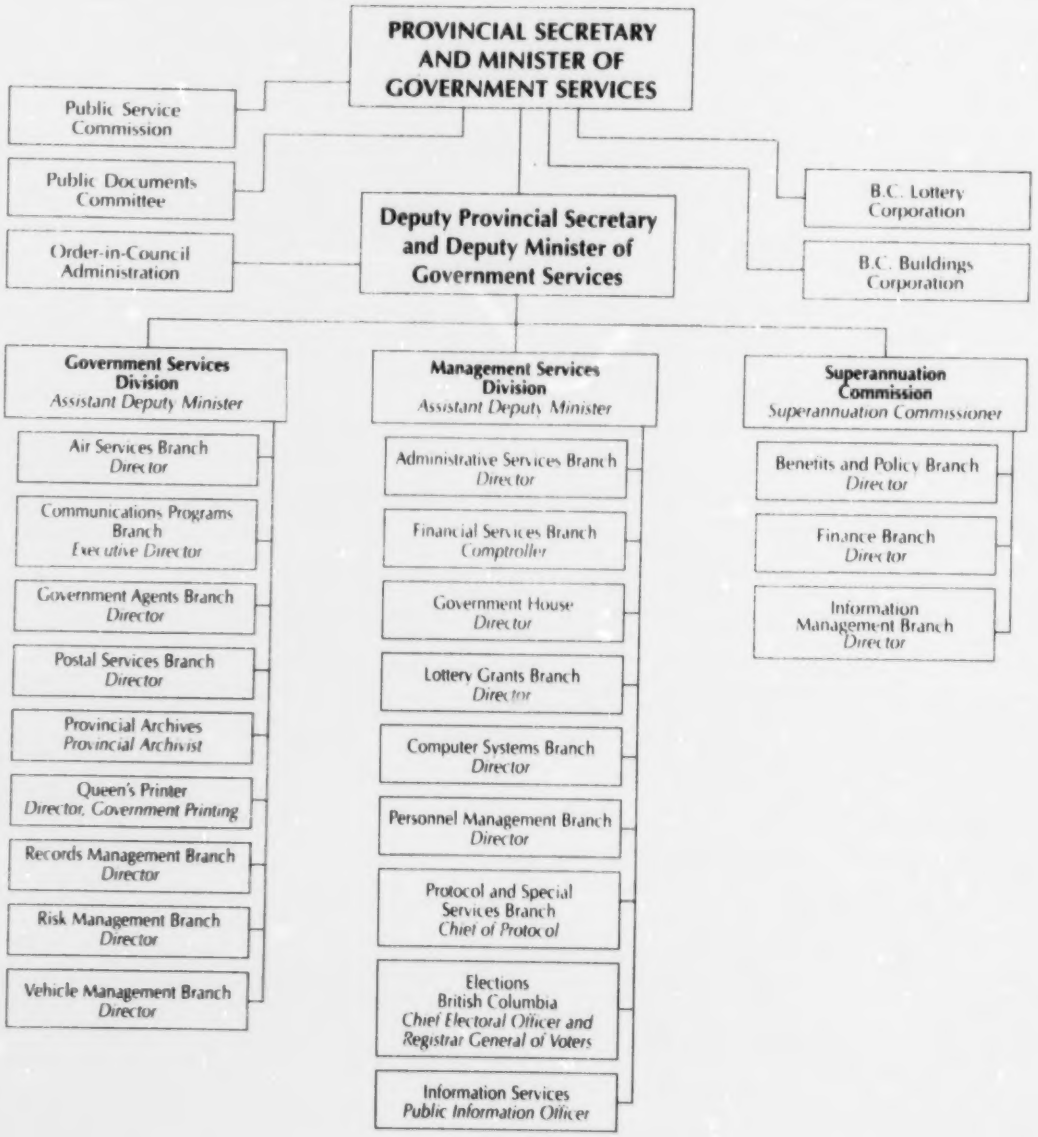
Financial Resources

The ministry's total expenditures for 1987/88 were $220.1 million, compared with an estimated $215.0 million and with 1986/87 expenditures of $366.7 million. The lower level of expenditure follows the paydown of the Expo 86 Corporation debt (amounting to $231.3 million in 1986/87) from the Lottery Fund. The largest new expenditure in 1987/88 was $42.2 million to reimburse the Public Service Superannuation Plan for the improved pension benefit provided to 1692 of the 2585 employees who retired early under the Early Retirement Incentive Program introduced during the year. Lottery grants for cultural, athletic, health, community and other projects were up.

With certain exceptions, the ministry held the line on administration and programs costs. Funding for some costs was provided from general revenue. Operations and administrative costs for the Superannuation Commission, Lottery Grants, Postal Services and Queen's Printer branches were recovered, respectively, from pension and benefits funds, the Lottery Fund and by journal voucher from other ministries. They appear as $10 votes in the *Public Accounts* of the ministry.

The table and graph summarize the ministry's 1987/88 expenditures with, for comparison, 1986/87 figures. Figures for 1987/88 are unaudited, whereas those for 1986/87 were derived from the *Public Accounts of British Columbia*. More detailed accounts are presented in Appendix I.

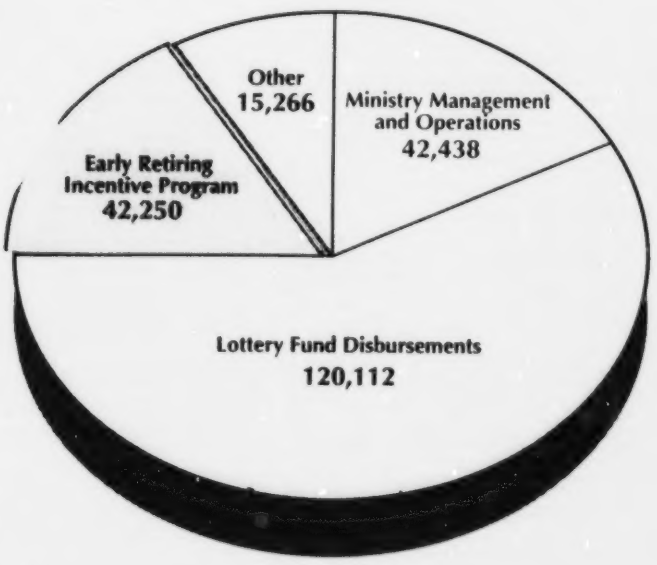
The Ministry's Organization at March 31, 1988



Ministry Expenditures for Two Fiscal Years

	($ 000s)	
	1987/88	1986/87
Ministry Management and Operations	42,438	59,945
Lottery Fund disbursements	120,112	289,522
Early Retiring Incentive Program	42,250	—
Other (Contributions to employee pension and benefits plans, miscellaneous appropriations under the *Inquiry Act* and other statutes)	15,266	17,183
Totals	220,066	366,650

1987/88 Expenditures by Type
($ 000s)



Provincial Secretary's Programs

Government House

Staff of Government House, the residence and office of the Lieutenant-Governor of British Columbia, provide administrative support for the chief executive position in the Provincial Government. Government House staff also co-ordinate the ceremonial, protocol, diplomatic and other activities of the Lieutenant-Governor and Chatelaine both in and away from Government House.

In 1987/88, staff planned and staged events or ceremonies that were attended by more than 12,500 guests. Their Honours attended in an official capacity some 175 events away from Government House as well as constitutional activities.

Besides entertaining traditional courtesy or diplomatic calls by high commissioners, ambassadors and consular officials, Government House played host to many distinguished visitors in 1987/88, including Their Majesties King Carl XIV Gustaf and Queen Silvia of Sweden, Their Imperial Highnesses Prince and Princess Takamado of Japan, the Rt. Hon. the Countess Mountbatten of Burma and her daughter, the Baroness de Breuil, His Excellency Yang Shankun, (then) Vice-Chairman of the People's Republic of China, and The Right Honorable Brian Mulroney, Prime Minister of Canada.

In presentation ceremonies in Government House, honours were awarded by The Duke of Edinburgh's Awards programme, Queen's Venturers, Children's International Summer Villages, the Victoria and Vancouver Island Branch of the Canadian Corps of Commissionaires, Sea Bees Nautical Training Corps, and the Victoria Region Branch of the Institute of Public Administration of Canada. A special ceremony commemorated the 40th anniversary of the *Canadian Citizenship Act*. Members of the Corrections Service were awarded Exemplary Service Medals, and special dinners honoured British Columbia public servants who marked 25, 35 and 40 years of continuous service. Members of the Royal Canadian Mounted Police and municipal police departments were recognized at a police honours night.

A concert by the Victoria Symphony Orchestra entertained guests one evening in Government House. The choir of the Lester B. Pearson College of the Pacific and the Victoria Citadel Band of the Salvation Army performed at the traditional Christmas carol concert.

Tours of Government House afforded some 750 visitors in 23 groups an opportunity to see the official residence of the Lieutenant-Governor.

Protocol and Special Services

Matters of protocol and precedence are the responsibility of the Protocol and Special Services Branch, which serves all levels of the Provincial Government and members of the Consular Corps in Vancouver. The branch plans and executes visits to the province by The Sovereign, the Governor General, members of the Royal Family, Heads of State and Government, High Commissioners, Ambassadors and other distinguished people. The branch also plans and executes state and provincial ceremonies and arranges government meal functions.

Royal Visit

British Columbia received worldwide attention during the Commonwealth Heads of Government Meeting in Vancouver from October 13 to 17, 1987, attended by 45 Heads of Government and their delegations. Her Majesty The Queen, His Royal Highness The Prince Philip, Duke of Edinburgh and Her Excellency the Right Honorable Jeanne Sauvé, Governor General of Canada, were in the province during this time. In addition to receiving all the Commonwealth Heads of Government, Her Majesty participated in a significant ceremony in the Great Hall of the Vancouver Law Courts, where the complete Coat of Arms for British Columbia was unveiled.

Prince Philip undertook a number of activities including a ceremony to mark the naming of the Royal British Columbia Museum.

Under the direction of the Deputy Minister, Protocol and Special Services staff were involved in six months of preparation for the visit, co-ordinating arrivals, a complicated itinerary, ceremonies and departures. The Royal party numbered more than 40.

Staff also co-ordinated the deployment of 60 B.C. government employees, seconded from their posts to be provincial good-will ambassadors, assisting the 45 Heads of Government and their delegations during the Commonwealth Heads of Government Meeting.

The Lieutenant-Governor and Chatelaine participated extensively in events surrounding the Royal Visit and the Commonwealth Conference.

The 1987 Royal Visit Co-ordinating Committee with The Queen and Prince Philip. Ministry employees:

SEATED, from L: (2) Deputy Provincial Secretary M. Smith, Visit Co-ordinator (5) Assistant Deputy Minister J. Mochrie, Deputy Co-ordinator (6) Chief of Protocol D. Harris

MIDDLE: (4) Ms D. Beimen, Logistic Co-ordinator (5) D. Richardson, Media Co-ordinator (6) G. Baker, Protocol Officer (7) M. Roberts, Secretary to the Lieutenant-Governor

BACK: (4) Ms K. Sunderland (6) Ms A. Gibson, Secretaries

Thirty high commissioners and ambassadors visited the province during the year.

The branch serves the public in guiding visitors through the Legislative Buildings. A total of 107,800 visitors were shown the buildings — 34,167 in August alone — on 3,123 guided tours. Of the tours, 25 were organized for V.I.P.s, 110 for Chinese-speaking visitors, 87 American, 69 French, 37 German, 27 Japanese and 6 for Spanish groups.

Requests for congratulatory messages for special birthdays and wedding anniversaries totalled 3,983.The Queen, the Governor General, the Prime Minister, the Lieutenant-Governor, the Premier and Members of the Legislative Assembly fulfil these requests.

The branch also administers the Queen Elizabeth II British Columbia Centennial Scholarship.

Provincial Archives

The Provincial Archives of British Columbia collects, conserves, organizes and makes available to the public documentary materials. Materials include records of the colonial and provincial governments, correspondence, records of societies, associations, clubs and businesses, books, maps, photographs, paintings, drawings, audio tapes, video tapes and moving film.

Public use of the archives continued: 2,884 persons registered as researchers in 1987-88 and made 10,835 visits to the reading room.

Storage areas in the archives have reached maximum capacity. Increasing volumes have to be stored off-site. The Ellery Street warehouse was vacated and materials moved to a private records storage facility in Victoria under contract with the Records Management Branch.

Microfilm produced during the year from manuscripts and government records, library and maps and visual records totalled 39 units of material comprising 288,016 frames on 168 reels. Printouts from microfilm to fill public orders totalled 29,273 pages.

Manuscripts and Government Records

The archives accessioned 186 manuscript units, comprising 75 linear metres of textual material, 90 microfiche and 4 reels of microfilm in 1987/88. Included were minute books and share registers of Pacific Mills Ltd., records of the B.C. Central Credit Union relating to cooperatives and letters written by Emily Carr. Accessions of government records totalled 86 units occupying 590 linear metres of shelving, as well as 286 reels of microfilm and 140 microfiches. The records of the British Columbia Universities Council, records of the Coquihalla Highway Commission of Inquiry, general correspondence of the Minister of Labour and Expo 86 records were included.

Archivists appraised 508 document disposal applications, 7 single series records schedules and 20 administrative or operational records classification systems prepared by Records Management Branch. Staff also answered 255 letters and 560 telephoned enquiries, as well as completing 98 searches for court records and 483 searches in company records. A Canadian Council of Archives backlog reduction grant enabled staff to begin cataloguing the large collection of records donated by The Consolidated Mining and Smelting Company (Cominco).

Library and Maps

The library added 930 books, pamphlets and items of ephemera to its holdings, as well as 2,322 microforms. Staff catalogued almost 1,300 titles (including analystics) and 1,274 map sheets and provided map reference service for 276 walk-in visitors, 155 correspondents and 118 telephone enquirers.

Visual Records

Personal visits to the archives' visual records numbered 1,541. Staff sent 887 letters, filled 712 orders for photographs and produced 6,086 prints, as well as giving workshops on the handling of photographic archives and tours of the division. They handled 56 loans of paintings, drawings, prints and photographs, and provided preventative or remedial conservation as needed.

The Emily Carr Gallery showed two exhibitions that some 30,000 visitors viewed. Staff gave pre-arranged tours of the exhibition and showed films about the artist.

Sales of photographic prints, photocopies and reproduction prints totalled $40,280.

Acquisitions included Expo 86 photographs and negatives from the 1940's to the 1970s, of news, commercial and documentary interest.

Sound and Moving Images

Audio accessions totalled 1,730 audio tapes and 45 discs, and 2,485 video tapes were added to the archives, including more than 2,000 recordings of the B.C.T.V. program Webster. Film accessions totalled 855,000 feet of film, most from the Canadian Broadcasting Corporation Vancouver headquarters.

The conservation technician made 554 audio and 144 video copies during the year, conserved some 62,000 feet of film and arranged outside conservation work on another 12,000 ft. About 69,000 ft. of film were transferred to video tape. Staff also cleaned discs, copied discs to tape or applied other conservation treatment.

Photography Laboratory

Production of prints (7,438) and negatives (3,561) was higher this year than last. Operations were suspended for more than three months during asbestos removal from the building. Staff rehoused 60,000 master negatives for conservation during this time.

Conservation Laboratory

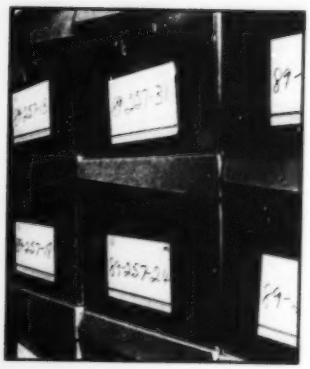
Staff encourage preventative conservation and the maintenance of proper environmental storage conditions in the archives and give advice on conservation policies and techniques throughout the government and the archival community. They presented six major workshops, numerous lectures and responded to more than 150 inquiries from ministries, institutions and the general public. They conserved 16 watercolours and drawings and 34 historic photographs and arranged conservation by specialists of 22 rare books and 178 watercolours and drawings.

Public Documents Committee

The Public Documents Committee supervises the retention and disposal of government documents. Membership includes the Provincial Archivist and Comptroller General (both ex-officio under the *Document Disposal Act*) and representatives of B.C. Systems Corporation, the Ministry of Attorney General and the Office of the Auditor General. The Records Management Branch of this ministry provides secretariat services. The Provincial Secretary and Minister of Government Services is responsible for its activities. Recommendations of the committee are given final authorization either by the Lieutenant-Governor-in-Council or by the Legislative Assembly on the recommendation of the Select Standing Committee on Public Accounts.

The committee held nine meetings in 1987/88 and approved 371 document disposal applications and 52 records schedules.

Records Management



Records Management Branch provides services to ensure the systematic creation, use, retention, disposal and preservation of government's recorded information in all forms, in accordance with the *Document Disposal Act*. The branch establishes standards and maintains a policy framework to ensure the accountability of ministries for the integrity, security and effectiveness of records management. It advises, assists and trains staff government-wide in maintaining efficient records management and micrographic systems and establishes lifecycle schedules for both administrative and operational records. It also provides cost-effective storage, retrieval and disposal services for ministries' semi-active and inactive records. Government-wide records management policy was published in 1986 Treasury Board manuals that specify the responsibilities of ministries and this branch's role in establishing standards.

The Legislative Assembly approved the Administrative Records Classification System (ARCS) in December, 1987 on a report from the Public Accounts Committee, providing a major framework for government's administrative records — about 15 per cent of its total. ARCS is a comprehensive management plan for administrative records, providing for executive control of recorded information. (Administrative records are common to all ministries and pertain to "housekeeping" functions — finance, personnel, equipment and supplies, facilities, computer systems, and general administration.) ARCS's records retention and disposal schedules provide the legal basis for their integrity, authenticity and completeness and ongoing authority for their management. It also provides a framework for administrative audits, streamlines disposal of routine records and duplicates and protects records with long-term values. ARCS's filing and classification system facilitates access and retrieval.

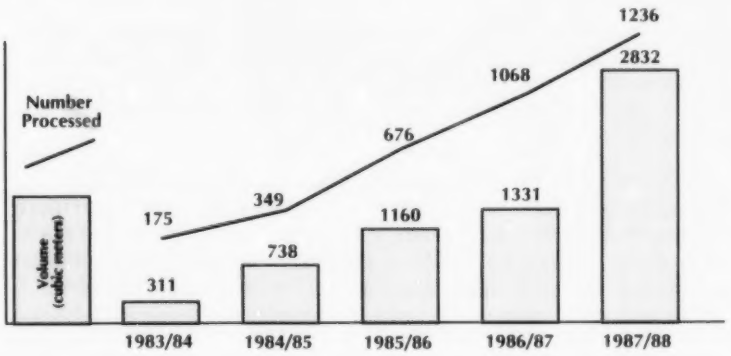
ARCS was field-tested as a filing system in the ministries of Education, of Energy, Mines and Petroleum Resources, of Economic Development and of Finance and Corporate Relations. The Ministry of Energy, Mines and Petroleum Resources' comprehensive records management project was completed during 1987/88, implementing ARCS and developing an operational records classification and schedule. Other comprehensive projects are underway in the ministries of Education, Finance and Corporate Relations, Health, Environment and Parks, and this ministry. A registration and audit process is under development to ensure projects meet training standards and implementation requirements, establish control procedures and are authorized to apply disposal schedules.

Special projects with branch participation continued to classify and schedule the operational records in 42 units across government, including Land Titles Offices, Legal Services Branch, the Motor Vehicle Department, the Registrar of Companies, Premier's Office and Criminal Justice Branch.

Records disposal supervised by the branch continued to increase dramatically. Last year, 21 ministries and agencies arranged the disposal of 2,832 cubic metres of records in 1,236 schedules. Since the branch's establishment in 1982, more than 193,000 records storage boxes (1.2

cu. ft. each) have been cleared out of warehouses and insecure basement areas and processed for destruction or transfer to the Provincial Archives. This action has avoided an estimated $1.9 million in costs of space, equipment and supplies.

Records Schedules and Disposals, 1983 to 1988



The branch's records centre services program — the only fully-privatized records storage, retrieval and disposal service in Canada — serves all ministries and government locations in the province. It provides prompt transfer, secure access control, and fast retrieval services.

Records Centre Services Activities, 1983 to 1988

	87/88	86/87	85/86	84/85	83/84
Total extent (cubic metres)					
in system	3692	2344	1247	615	72
transferred	1638	1253	695	543	72
Number of transfers	1239	1014	346	126	8
Disposals (cubic metres)	290	156	63	—	—
Retrieval actions	21,066	15,068	7,117	1,414	200
Costs avoided	$721,000	$407,000	$322,000	$127,000	$25,000

The branch's use of private micrographic service companies continued to expand to meet ministries' filming requirements. A technical advisory unit reviews requisitions for micrographic supplies, equipment and services. The branch provides contract management advisory services and quality monitoring to ensure that all microfilm produced for government is cost-effective and meets the national standard outlined in the Canadian National Standards Board's *Microfilm as Documentary Evidence*.

Elections British Columbia

Elections British Columbia administers all provincial plebicites, by-elections, elections, enumerations, voter registration and public awareness programs. The branch's staff enumerate electors and update provincial voters lists. They maintain electoral maps and legal descriptions of electoral districts and polling divisions. Staff also prepare and update election forms and training manuals, provide training materials and direct training sessions for all election and registration officials and develop public awareness programs for the electorate. During elections and by-elections, Elections British Columbia supervises Returning Officers and Registrars of Voters, registers voters and ensures voter awareness of the electoral process, and interprets and applies the B.C. *Election Act* and parts of the *Constitution Act*, in managing the electoral process.

More than 65 municipalities and regional districts made use of the computerized provincial voters list in 1987/88. Having access to more than one million names on computer tapes and custom-printed reports, users of the voters list saved local governments more than $2 million (estimated) in costs of administering elections in their jurisdictions.

A redistribution of administrative polling division boundaries was started in October, 1987 and was planned for completion by August, 1988.

Bill 28, the *Election Amendment Act, 1987*, received Royal Assent in March, 1988. Among the changes to the Election Act:

- the requirement for 12 months residence in Canada was removed;
- persons convicted of an indictable offence who are on parole or probation may now vote;
- voter enumeration will now occur three years following each Provincial Election;
- election day voter registration is replaced by a six-day registration period concluding three days prior to election day;
- registered voters who are disabled and confined to their homes may now vote by mail ballot.

Lottery Grants

The Lottery Grants Branch administers grant programs financed by the British Columbia Lottery Fund. The lottery fund receives the net proceeds from lottery games financed by the British Columbia Lottery Corporation, a Crown corporation for which the Provincial Secretary and Minister of Government Services is responsible. The corporation publishes its own annual report.

The Lottery Fund

Under the direction of the Provincial Secretary and Minister of Government Services, this fund supports a wide range of community projects and organizations. The Lottery Grants Branch reviews and assesses all applications for assistance from the fund. Funding decisions are made by the Provincial Secretary and Minister of Government Services under the authority of the *Lottery Act*. The branch's operating costs are recovered from the fund.

In 1987/88, lottery ticket sales contributed $161.2 million to the fund. Gaming licence fees provided an additional $3.9 million.

A total of $120.1 million was expended from the fund during 1987/88. This includes a payment of $25.5 million to the Budget Stabilization Fund, created during the 1988 session of the Legislative Assembly.

The fund began the year with a deficit of $45,048,721 resulting from the accrual of the final payment to Expo 86 Corporation to retire its debt, which was made at the end of fiscal 1986/87. This liability was retired in the course of 1987/88.

The branch received 512 applications for capital assistance, and 1,379 applications for travel assistance. Major new commitments to capital projects in 1987/88 included $5 million to Science World, which is developing a centre for public education in science and technology on the former Expo site, $1 million to Shaughnessy Hospital for a spinal injury ward and $517,626 to the B.C. Health Care Research Foundation, in addition to its research grant, for equipment.

Expenditures from the fund, by category, are:

$18,768,976	Community JobTrac employment program
15,400,776	Capital grants
12,966,960	Expo Legact projects
10,693,923	Recreation and Sports programs (including the 1987 B.C. Games)
8,957,317	Cultural programs (including the B.C. Festival of the Arts)
5,000,000	Downtown revitalization projects
4,000,000	Health Care Research Foundation
2,000,000	Film Development Society of B.C.
1,900,000	B.C. Heritage Trust
1,500,000	B.C. Pavillion, Expo 88, Brisbane

Other expenditures included the costs of the Cultural Heritage Advisor's office, grants to community groups to provide Knowledge Network reception to rural areas, and the administrative costs of the Lottery Grants Branch ($518,000) and the B.C. Public Gaming Control Branch ($1,845,000).

The Lottery Grants Branch also submits an annual report to the Legislative Assembly.

Orders-in-Council

The Order-in-Council Administration has custody of the government's executive orders. Staff working in the Deputy Provincial Secretary's offices index and file the orders adopted at weekly meetings of Cabinet (formally known as the Lieutenant-Governor-in-Council) and arrange for their signature by the Lieutenant-Governor. The office also copies the orders and distributes them to interested parties. It prepares and distributes weekly résumés and responds to requests for information.

The office processed 2,573 orders-in-council, and mailed out 38 issues of résumés to about 1200 individuals and organizations, in the 1987 calendar year.

This office undertakes other constitutional duties. It prepares commissions, oaths of office and correspondence regarding some judicial and quasi-judicial appointments. Staff apply the Great Seal of British Columbia and other marks of registration to such documents. The administration prepares appeals to executive councillors under the *Motor Carrier Act* and other statutes. It appoints independent valuators for property expropriated by B.C. Hydro and Power Authority. Staff authenticate notarized documents and certify copies of statutes, which involve the signature of the Lieutenant-Governor.

The Great Seal of the Province was applied 244 times in 1987/88 — 101 times to letters patent granted under the *Municipal Act*, 65 to proclamations, 39 to Queen's Counsel appointments, 35 to appointments under the *Provincial Court Act* and four to appointments under section 20 of the *Notary Act*. Authentication proceedings totalled 297, and staff arranged 90 appeals.

Government Services Division

Six branches of the ministry supplied a range of goods and services to other ministries and public agencies and administered responsibilities assigned by the Executive Council and the Legislature. These central services are expected to be highly responsive to government needs and to operate cost-effectively.

Communications Programs

Communications Programs Branch develops policy on telecommunications, broadcasting and related fields. As the principal B.C. government resource in communications technology, the branch provides information, assistance and grants to residents, many of whom are located in remote areas of the province, as well as support for British Columbia's communications industry. It also administers applications for radio site tenure on Crown land.

The branch promotes the orderly development of communications in the province. In this role staff make policy recommendations for government adoption, support research and development, manufacturing and the production of film and video programs, act on the public's behalf in regulatory matters and, in liaison with the telephone, cable and broadcast industries and other governments, address provincial and national issues and developments.

In 1987/88 Communications Programs continued to work with other provincial governments and the federal government on developing a national telecommunications policy. The branch reviewed and reacted to the federal government's proposed policy of classifying different types of telecommunications carriers. Staff also reviewed and provided comments on the federal government's brodcast policy proposals, and evaluated various interested parties' opinions on them.

Discussions for a national telecommunications policy, ongoing for many years, will be closer to fulfilment if an expected ruling by the Supreme Court of Canada on a case argued there in 1987 resolves a federal-provincial dispute about jurisdiction.

Discussions with the Canadian Broadcasting Corporation and the Canadian Radio - Television Telecommunications Commission (CRTC) were aimed at justifying more federal funding to capture broadcasting and film production opportunities in B.C.

A proposal for a new national satellite-to-cable television network was developed in conjunction with the National Film Board but was not accepted by the CRTC. The concept has been advanced again by the Canada Department of Communications for future consideration.

The branch held discussions with the B.C. Utilities Commission regarding jurisdiction over non-broadcast services (pay-TV, for example) and on other communication matters under provincial jurisdiction.

The branch provided liaison with the federal Department of Communications and with various corporations on the provision of additional telecommunications linkage between Vancouver and Victoria.

Staff provided advice and assistance to the government with respect to changing technology and services for its telecommunications systems.

In answer to requests for assistance, staff reviewed the availability and costs of communications services in remote areas of the province, notably communities on the Alaska Highway. Staff also discussed with the B.C. Telephone Company such service matters as extension of toll-free calling areas.

Under the program for Educational and Entertainment Television Services (PEETS) Communication Programs staff provides advice and assistance to community groups. During 1987/88, 15 PEETS grants totalling $546,000 were approved to enable 22 communities in remote areas to receive Knowledge Network service or to improve other television services.

The branch participated in the Canadian Standards Association (CSA) Steering Committee on Telecommunications Standards. The standards this committee develops bear directly on British Columbia manufacturers, suppliers and consumers and are essential for the orderly application of new technologies in an interconnect environment.

Vehicle Management

Vehicle Management Branch develops and administers policy regarding use of government vehicles and advises Treasury Board on the annual vehicle fleet plan. During 1987/88 it also managed the maintenance of government vehicles for all but two ministries (Forests and Lands, Transportation and Highways) through regional offices in Prince George, Kamloops, Nelson, Vancouver and Victoria. These offices contract with service stations throughout the province to provide repair and preventive maintenance.

Vehicle repair and cost information is computer-recorded in the branch's Vehicle Management Information System. Each ministry receives reports on the costs of operating the vehicle fleet, its replacement requirements and the assigned location of each vehicle.

In 1987/88 the branch managed a light vehicle fleet that comprised 1783 cars, 1774 trucks, 287 vans, 214 utility vehicles, 176 personnel carriers and 368 ambulances. The vehicle maintenance budget administered by the branch was $11,600,000.

The branch also managed the government's purchase of 588 vehicles: established and met detailed technical specifications for various ministries' use, insured the new vehicles and commissioned them for service.

Fleet Characteristics, 1987/88

Vehicle Type	Number	Average Age (Yr)	Average Cost/km ($)	Average Odometer Reading (km)
Cars	1,783	6.5	.13	75,100
All passenger	4,234	6.5	.16	73,000
Ambulances	368	6.3	.32	91,000

Postal Services

Postal Services Branch distributes mail throughout B.C. government ministries and to some public agencies. The branch operates central processing plants in Victoria and Burnaby and six satellite offices in a province-wide distribution and mail system.

The branch provides mechanized mailing services for large-volume mail-outs, using computerized mailing lists and mechanical mail-stuffing equipment. The branch maintains about 1200 separate mailing lists for ministries, with a total of 235,000 address locations.

In 1987/88 the branch operated on a full cost-recovery basis. It handled a total of 42.3 million pieces of mail, compared with 54.5 million in 1986/87 and 61.4 million in 1985/86.

Many internal government mail distribution routes are now maintained by contracted services. Until July, 1986, a particular distribution system was serviced solely by Canada Post. By using the tendering process, the branch achieved a cost savings of $93,000 on distribution of 1.08 million pieces of mail in 1987/88.

During 1987/88 Postal Services assisted the Ministry of Tourism with the Market B.C. program. Staff handled more than 250,000 enquiries from the United States and other foreign countries and distributed material describing British Columbia's tourist attractions.

Postal Services made a major purchase of electronic postage meters and scales to increase the efficiency of mail sorting in the Victoria processing plant.

In November 1987, the branch hosted the first inter-provincial Postal Services Conference in Vancouver. Representatives from eight provincial governments discussed issues of mutual concern relating to postal distribution systems.

Queen's Printer

The Queen's Printer provides printing, stationery, reprographics and related equipment and government publishing services for the Legislative Assembly, provincial ministries and some public agencies. Emphasis is placed on providing quality service and on achieving expenditure savings for government.

The branch's allocation of 145 full-time-equivalent positions was reduced by 21 during 1987/88 through early retirement, normal attrition and a privatization initiative.

The Queen's Printer in-house printing facility provides quick copy services to offices in Victoria as well as press and bindery capability for black-and-white longer-run jobs requiring high quality. The in-house plant printed such legislative materials as bills and regulations, Hansard, budget documents, such special reports as the commission's of inquiry into the Coquihalla and related highway projects and such confidential work as the Grade 12 provincial examinations.

About two-thirds of the value of the government's printing was completed by some 80 commercial printing plants. This work was contracted through the Queen's Printer, which provided technical expertise to ensure that customers obtained their required quality and service at the cheapest cost.

The Supply Centre warehouse and distribution centre in Victoria provide standard stationery and office supplies to government ministries

and some public bodies. Sales from the supply centre totalled $5.2 million for 39,163 orders. The Queen's Printer purchased an additional 11,523 orders, with a value of $4.6 million — larger orders of computer stock tab, photocopier paper and special items not stocked in the Supply Centre — on behalf of ministries and had them shipped directly from suppliers.

The marketing and sale of government publications was privatized on March 1, 1988. Crown Publications Inc., a company owned by six former Queen's Printer employees, assumed responsibility for selling legislative publications — acts, regulations, sessional mail and Hansard — and many publications authored by staff in the ministries. The Queen's Printer retained responsibility for producing *The B.C. Gazette*, Parts I and II, and control of copyright for government publications. The Queen's Printer is responsible for the government's contract with Crown Publications Inc.

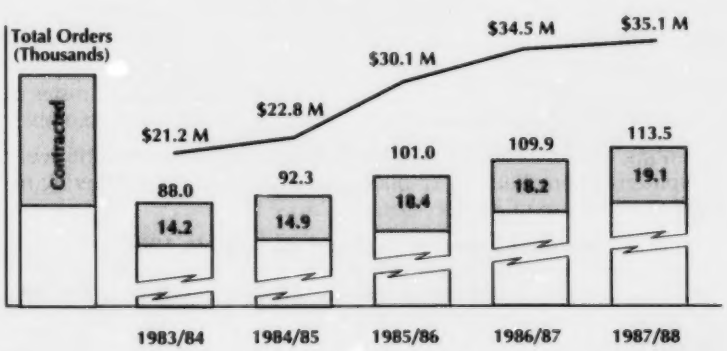
Centralized procurement of photocopier equipment continued to achieve cost savings. Savings on photocopy machines intalled or replaced in 1987/88 are estimated at $538,000. A further $.5 million in savings was realized on reprographic equipment installed in previous fiscal years but not subject to renewal during 1987/88. These savings accrue from special procurement procedures followed in those years.

The financial services section processed 39,816 invoices received from private sector firms, 9.2 per cent more than the previous year.

Queen's Printer Volume Indicators, 1987/88

	Orders	Sales $ Millions
In-house printing	17,762	6.8
Contracted printing	7,758	11.2
Stationery stores	39,163	5.2
Contracted stationery	11,523	4.6
QP Publications	36,406	2.0
Photocopier management	1,041	5.3
Totals	113,653	35.1

Orders Processed and Their Value, 1983 to 1988



Air Services

Air Services Branch supplies aircraft and crews to the air ambulance of the Emergency Health Services Commission, Ministry of Health, to transport critically ill or injured patients to and from appropriate health care facilities. The branch also provides transportation for government officials. Flight and maintenance operations are based at Hanger 1, Victoria International Airpot.

Branch staff flew 4,612 hours transporting 6,074 passengers and 2,089 patients during 1987/88. Patient flights used 56 per cent of total air hours.

The branch operated five Cessna Citation fan-jet and two Beech 200 turboprop aircraft. The Citation is well-suited to British Columbia's varied terrain and flying conditions. It can take off and land on relatively short runways, flies at 640 k/h (400 mph) and converts readily from passenger to ambulance use.

Early in 1988, the branch initiated the sale of its turboprop aircraft and the purchase of a Canadair Challenger. The Challenger, a passenger carrier also convertible to ambulance use, is suitable for longer-range flights. It will be used to transport, for example, transplant patients to eastern centres.

Air Services' aircraft, from L: Beechcraft Super King 200 (since sold), Cessna Citation 550, Cessna Citation 500

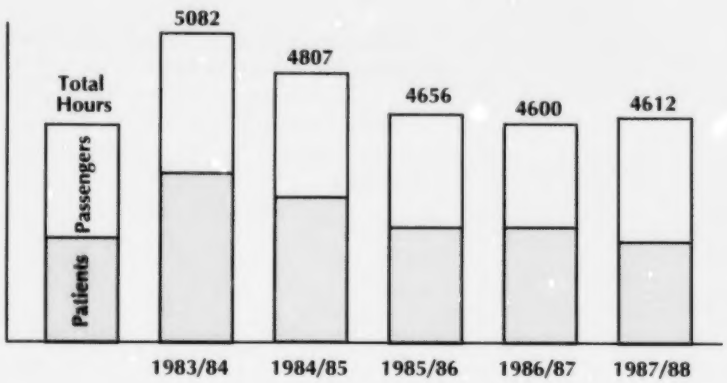
During the year Air Service's facilities were used for the arrival in Canada of Her Majesty the Queen and His Royal Highness The Duke of Edinburgh, and the arrival of Their Majesties King Karl XIV Gustav and Queen Silvia of Sweden. On October 9, 1987, the Queen's party was greeted at Hanger 1 by the Governor-General and Prime Minister of Canada and the Lieutenant-Governor and Premier of British Columbia.

Among administrative changes introduced during 1987/88 were computerized timekeeping of pilot work hours and data-gathering related to client use of Air Services.

Numbers Flown by Air Services, 1983 to 1988

	1983/84	1984/85	1985/86	1986/87	1987/88
Passengers	6,025	6,424	7,401	6,653	6,074
Patients	1,970	1,561	1,712	1,872	2,089

Hours Flown by Air Services, 1983 to 1988



Risk Management

Risk Management Branch co-ordinates the identification and treatment of the risks of accidental loss, the purchase of insurance, and the administration of claims government-wide. The branch also develops government policy and procedures on risk management.

The branch's outline of government-wide risk management strategy received Treasury Board approval in June, 1987.

As part of the process of developing an historical database for loss statistics, the branch has put in place a risk management information system. Automobile accident reports formed the basis for loss statistics that were made available to ministries. A loss reporting system the branch developed for government is scheduled for implementation in fiscal 1988/89.

Under its mandate to advise Treasury Board on indemnification issues, the branch reviewed indemnification proposals from ministries and government corporations and recommended approval or change.

Under a mandate to establish policies concerning the transference of risk in government contracts, the branch initiated with certain ministries a review of their contracting policies. This work is expected to escalate in 1988/89.

The self-insurance program for the Province's hospitals has, at the end of its second full year of operation, shown to be extremely successful. The branch continues to work with the Ministry of Health and the B.C. Health Care Risk Management Society on this program.

The branch solicited proposals to provide services under the self-insurance program for schools, colleges and institutes. As a result, the service provider was changed with considerable savings accruing to the province.

Risk Management

The branch aided in the establishment of the municipal Insurance Association — the self-insurance reciprocal program of the Union of B.C. Municipalities. On a continuing basis, the branch acts as special advisor to the program.

Throughout the year branch staff responded to numerous inquiries and problems from various ministries and public bodies.

Government Agents

The Government Agents Branch maintains offices in 61 British Columbia communities to provide the public with decentralized access to provincial government services.

Government Agents

Senior representatives of government in the communities they serve, Government Agents have mandates to provide:

- Program delivery on behalf of ministries which do not have local representation,
- Revenue collection and disbursements on behalf of ministries,
- Problem-solving assistance for the public,
- A two-way information link between the government and the public.

Government Agents deliver numerous programs and services on behalf of ministries and agencies and fulfil such statutory roles as Provincial Collector of Taxes, District Registrar of Births, Deaths and Marriages, Gold Commissioner, Registar of Voters and Commissioner for Taking Affadavits. Their responsibilities vary with the needs of the community. Overall, Government Agents provide service for more than 50 programs, two Crown corporations and one public agency.

In 1987/88 the Government Agents again managed to substantially increase their work, as the chart on page 29 indicates, with slightly smaller staff.

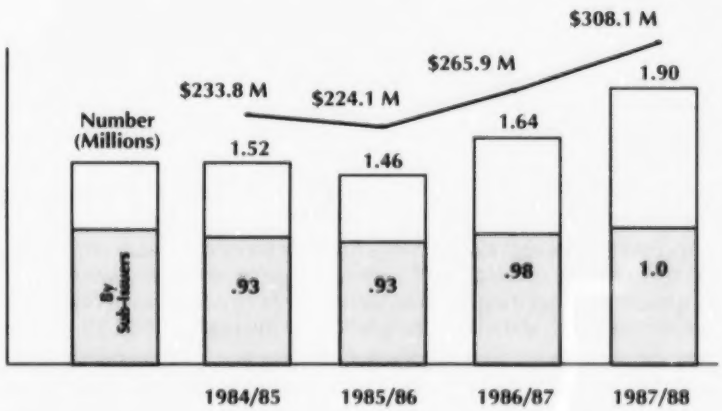
Some Government Agents Services On Behalf of Ministries and Agencies

	PROGRAM	MINISTRY
Receives and administers rural property taxes	Surveyor of Taxes	Finance and Corporate Relations
Delivers vendor information programs and controls delinquency on late payments	Consumer Taxation	
Establishes courts for hearing appeals of rural property tax assessments	Courts of Revision	
Processes moves and transfers of mobile homes	Mobile Home Registry	
Conducts lien and company searches	Central Registry	
Assists with mediation of landlord-tenant disputes	Residential Tenancy	
Processes registrations and licences	Vital Statistics	Health
Receives payments and provides status of accounts	Medical Services Plan	
Issues electrical and gas permits	Safety Engineering Services	Municipal Affairs
Records and maintains claims and leases	Mineral Titles	Energy, Mines and Petroleum Resources
Sells and controls licences and issues permits	Fish and Wildlife	Environment and Parks
Sells maps and air photos	Maps B.C.	
Assists in court registry and fines collection	Court Services	Attorney General
Registers voters	Elections B.C.	Provincial Secretary and Governmment Services
Accepts mail	Postal Services	

Indicators of Work Completed, Two Fiscal Years

	1987/88		1986/87	
	No.	$M	No.	$M
Financial transactions on behalf of ministries:				
by Government Agents	881,188	142.4	660,388	119.4
by sub-issuers	1,016,137	165.7	979,281	146.5
Disbursements on behalf of ministries	124,836	197.8	118,223	150.7

Transactions Completed and Their Value, 1984 to 1988



During 1987/88 the ministry committed $425,000 to upgrading the branch's ability to collect revenue by developing a new computer-based Government Agents revenue management system (GARMS). The new system will improve management control of revenue while enabling staff to work more productively through labour-saving efficiencies. GARMS will also have the capacity to account for all types of revenue payable to the province and will provide daily reports to Treasury Branch, Ministry of Finance and Corporate Relations.

Government Agents provide information and local assistance to help the public gain access to government services. If staff are unable to resolve difficulties, Government Agents have the resources and knowledge to put clients in contact with ministries responsible for programs. In many offices telephones have been placed on the counter to allow clients to converse directly with various ministries' headquarters.

The branch continued to develop the flow of information between government and the public, by using the facsimile network to provide daily news releases and program developments to local media; by upgrading access to publications; and by increasing the number of databases Government Agents may access.

The branch developed a communications strategy to make more British Columbians aware of its services. Print materials were prepared in 1987/88.

An information services strategy calls for the branch to co-ordinate the distribution of information to all offices. "Core" publications have been identified and are being piloted in offices in the Okanagan and Kootenay regions to determine public demand.

The branch further improved public access to government information databases. At year end, 28 offices had terminals providing on-line access to ten databases, including B.C. Medical Plan, Real Property Taxation and Consumer Taxation. Three offices could also access the Land Titles database and two, the Crown Lands database. By March, 1989 the branch expects to provide all 61 locations with on-line access to the B.C. Systems Corporation computer in Victoria, to allow employees of other ministries to access databases pertinent to their job while away from their base locations.

The first B.C. Access Centre, providing community-oriented "one-stop shopping" for government information and services in Fort Saint John, was officially opened in January, 1988. By consolidating government services as a work unit within one office, the new centre makes it easier for people to gain access to the full range of government services — including, in Fort Saint John, the Motor Licence Office, Liquor Licence Inspection, Postal Services, Portable Weigh Scale and Safety Engineering Services, in addition to the Government Agent.

Access Centres will also improve hours of service and staff utilization and reduce costs through more effective use of accommodation. Development began during the year for further Access Centres in Nanaimo and Terrace, both slated for completion by the end of 1988/89.

By virtue of their decentralized locations and knowledge of their communities, Government Agents are well-placed to assist the eight

Government Agent Jim Frey assists a client in the Fort St John Access Centre. The new facility, managed by the Government Agent, combines numerous services under one roof.

Ministers of State, assigned by the Premier in November, 1987. In response to this major initiative, the branch realigned its administrative boundaries to make them consistent with the eight Development Regions.

In Region 2 all six Government Agents assisted Minister of State staff by organizing meetings, providing access to facilities and equipment, including telephones and facsimile machines, providing clerical support services, relaying information between Minister of State, public and task groups, and reviewing proposals submitted to the Minister of State. The Minister of State office for Region 2 co-located with the New Westminster Government Agents office to take advantage of its services, which contributed to an efficient and effective launching of development activities in the Lower Mainland/Southwest Region. In other regions, two Government Agents were seconded to act as Regional Development Liaison Officers to assist with the start-up of regional activities.

Government Agents in British Columbia and Administrative Regions

Also in 1987/88, the branch implemented its Management Information Report to document workload and assist in providing equitable and effective use of resources. The branch instituted a competency-based training program for all working-level staff. A five-year facilities plan the branch developed will bring all offices to an approved standard.

The Nanaimo government office in the 1880s. Government Agent Marshall Bidwell Bray is 2nd from L. The Nanaimo Inspector of Mines and the Sheriff are seated at the table to R.

PABC HP33719

Administrative and Support Services

Administrative Services

Administrative Services Branch develops and maintains programs supporting the ministry's operations and special projects.

Branch staff were involved in more than 20 planning and renovation projects during the year to ensure that accommodation is adequate to meet ministry requirements. In three places the branch worked with other ministries, British Columbia Buildings Corporation and the Government Agents Branch to develop Access Centres, to provide from a single location those services frequently used by the public. The Fort Saint John Access Centre opened in December, 1987, and centres in Nanaimo and Terrace are slated for opening in fiscal 1988.

Replanning or relocation of Government Agent offices in New Westminister, Sparwood, Creston, Stewart and Maple Ridge resulted in a net space reduction of about 81 square metres.

A replan of the Elections Branch offices in Vancouver and the Lower Mainland resulted in a space reduction of over 500 square metres and a net annual savings of almost $80,000 in rent and related expenses.

In conjunction with Records Management Branch, staff delivered three records management training programs to employees. All branches of the ministry have now been introduced to the document disposal process and the government-wide administrative records classification system.

In a re-assignment of government programs, the branch assumed management of the government switchboard operations in Victoria and government message centre. The switchboard handled 160,117 calls including 968 teleconference calls, during the period under review.

The provincial employees community services fund is administered by the branch. Providing government employees the opportunity to contribute to charitable organizations through payroll deductions or one-time donations, the 1987 campaign generated $551,999 in pledges for distribution during 1988. Disbursements from the fund totalled $491,474 in 1987.

Computer Systems

The Computer Systems Branch manages the development of computer systems throughout the ministry and the Parliament Buildings, with the goal of improving programs and productivity. The branch operates with a core group of 11 management and administrative support staff, augmented by 7 B.C. Systems Corporation employees and an average of 16 private-sector contractors.

In fiscal 1987/88, the branch extended consistent computer architecture and supporting application software to all executive offices in the Parliament Buildings. The benefits associated with this initiative are greater staff productivity and reduced training and operational support costs.

In developing a new revenue management system for the Government Agents Branch, Computer Systems completed a pilot project. Treasury Board approved full implementation of the system throughout the 61 Government Agents' offices in fiscal 1988/89.

Requirements for a new financial system for the ministry were prepared, and the ministry received Treasury Board approval to proceed with the acquisition and implementation of a new system in fiscal 1988/89.

A study was jointly undertaken with Elections British Columbia to examine the feasibility of automating its manual mapping operations and integrating them with the Voters List System database. A pilot project for the fall of 1989 was recommended.

Computer Systems developed and implemented an automated pilot timekeeping system for Air Services Branch. The system replaces a complex, time-consuming manual process. An automated flight planning and logging system was also developed to provide more up-to-date information for air crews.

For Records Management Branch, staff completed a comprehensive definition of system requirements. Approval to develop and implement the system is expected for 1988/89.

Improvements to the existing Personnel Management Information System provided for leave management and FTE tracking. With the addition of this module the Personnel Services Branch continues to demonstrate leadership in the provision of personnel information.

A system completed for the Lottery Grants Branch provides for the logging, tracking and reporting of lottery grant applications and awards.

Personnel Management

Personnel Management Branch provides a full range of comprehensive personnel and labour relations services to the ministry, the Office of the Premier and Office of the Speaker.

The branch's primary role is to ensure consistent application of personnel policies throughout the ministry and to assist line management to resolve human resource issues that affect the achievement of their operating objectives.

In 1987/88 branch personnel enhanced the management information capabilities of the ministry's personnel system. A computerized leave management system was implemented.

The branch also began developing ministry personnel policies to augment recently-issued government-wide personnel policies.

The ministry's comprehensive training program offered developmental courses to some 600 employees, spread over a five-year period, to improve supervisory and managerial skills.

Financial Services

Financial Services Branch provides the ministry's branches, the Office of the Premier and Office of the Speaker of the Legislative Assembly with a complete range of financial services. The branch Comptroller is responsible for providing services in an efficient and cost-effective manner while at the same time ensuring adequate internal control and compliance with the *Financial Administration Act*, sections of several other acts and directives from Treasury Board and other central agencies.

Staff prepares government's annual estimates, and the branch provides on-line and monthly financial reporting required by government financial policy, including special reports to management and the Ministry of Finance and Corporate Relations. The branch also provides financial advice and interprets policy to management, staff and Members of the Legislative Assembly. For the ministry it analyses and forecasts expenditures and revenue and processes payroll for some 1,300 employees. The branch also processed some 55,000 payments and journal entries in 1987/88 and tracked about 14,000 purchase orders, leases, contracts, grants and other commitments.

In 1987/88 the branch provided service to Royal Commissions investigating education, electoral boundaries and the Coquihalla Highway, under the *Inquiry Act*.

Financial Services began developing a new computerized financial system, its objective to further reduce the clerical effort required for the branch to sustain operations and meet the ministry's goals.

Information Services

An information services function was created in August, 1987, when Government Information Services was reassigned from this ministry to the Office of the Premier. A public information officer assumed the responsibility to develop and administer the ministry's communications, information, education and public relations activities and maintain a high degree of public and internal awareness of its programs and activities.

Information Services assisted with such special events as the eight-day visit of Her Majesty The Queen and the Duke of Edinburgh and with Intertoto 87, the first-ever North American meeting of international lotto company leaders in Vancouver. Other special duties included planning B.C.'s participation at Expo 88 in Brisbane, Australia and establishing the Premier's Advisory Council for Persons with Disabilities.

Superannuation Commission

The commission, comprising three branches, is responsible for nine public sector pension plans. These were valued at $9.5 billion at the end of fiscal 1988.

The commission also administers the employee benefits plans available to all Public Service and certain Crown corporation employees. The Superannuation Commission provides government with advice on issues of public-sector plan design and funding, on private-sector pension benefit standards legislation and on the status of such universal plans as Canada Pension Plan. To ensure effective management of the funds the commission documents policies and procedures carefully.

Benefits and Policy

Benefits and Policy Branch administers the nine pension plans and the employee benefit plans available to public sector employees. Staff calculate and pay monthly pensions and lump-sum refunds, counsel employees and employer representatives. They also research, design and interpret policy and legislation.

During fiscal 1987/88, staff calculated approximately 3,400 pension estimates and interviewed about 2,300 contributors eligible for the Early Retirement Incentive Program (ERIP). In all, 2,585 employees retired as a result of ERIP, leaving their work between October 20, 1987 and March 31, 1988. Staff also calculated and paid the lump sum retirement benefit payments for the employees retiring by March 31, 1988.

Effective April 1, 1987, the "55 and out" early retirement plan was initiated for teachers, and 688 teachers retired during the year. Benefits and Policy also established the policy and procedures for the phased early retirement plan for teachers, with the effective date set at September 1, 1988.

Staff continued to provide several services to client groups. They processed pensions and other payments on a timely basis, prepared and distributed the annual contributor statements, and spoke at retirement seminars.

Branch publications included the revised college pension plan booklet and pamphlet and the amendments to the Instruction Manual for Employers. A public service employee benefit plans brochure was readied for publication.

In the area of policy, the branch set the administrative procedures in place for pension options to be provided to privatized employees. Staff also provided input for proposed legislation and clarification of policy concerning the ERIP and privatization issues.

Finance

The Finance Branch accounts for the transactions of nine public sector pension funds, two long-term disability funds, the provincial government employees' benefits programs and the Superannuation Commission's administrative budget. The branch also budgets for and monitors expenditures and revenues, forecasts cash flows and reports on the commission's financial position.

During fiscal 1987/88, 626 employers remitted contributions to the pension funds on behalf of 165,000 employees. The branch also maintains records on about 27,000 former public sector employees who have left their funds on deposit to protect a future benefit right. Almost 42,000 persons received pension benefits.

The branch issued amendments to the Superannuation Commission Policies and Procedures Manual during the year, continuing a program of reviewing, modifying and documenting the commission's financial policies and procedures.

The commission's deferred losses and gains accounting records were computerized during the year. Staff designed and implemented a microcomputer-based spreadsheet application to account, on a monthly basis, for deferred losses and gains and the corresponding amortization schedule.

Provincial Treasury introduced two new unitized portfolios which the pension fund could invest in. Beginning in early 1987/88, the pension fund was able to purchase units in either a 30-day fund or a 365-day fund. Investment in these funds replace previous purchases of short-term money-market instruments. This change reduced the volume of manually-maintained records and provided the branch with new computer-prepared reports on the market performance of the pension fund.

In a major initiative undertaken during the year, approval was sought from the Comptroller General for a major rewrite of the pension payment system. The branch assisted in the design of the accounting records, forms and reconciliations used in the pension system. By design, the new pension payment plan system incorporates such accounting controls as the introduction of a single entry to the pensioner records and the accounting records simultaneously, use of a security matrix for data entry and improved month-end balancing and reporting procedures.

Representatives from the branch also sat on ministry committees which developed a new ministry financial system. The branch's objective on these committees was to ensure that the new system reduce duplication of effort, provide adequate training for all ministry branches as part of the new system and improve reporting capabilities as part of the final system, and thereby meet the needs of the commission.

Internal control of pension benefits processing continued to improve. Some forms were redesigned to improve the recording of transactions. Instructions were issued to ensure that staff had written instructions to follow in cases where direction on difficult cases was necessary.

The branch assisted British Columbia Hydro and Power Authority in integrating eight former pension plans administered by the utility into the pension plan for current employees. New reporting systems were designed and will be implemented in the next fiscal year.

Information Management

Information Management Branch supports the operation of the commission. Its staff provide data processing through the use of information systems technologies to maintain accurate, complete and secure records of all administrative and financial accounts involving pensions and employee benefits programs. Contributor, pensioner, employer and pension fund records are maintained in paper, microform and electronic forms. The branch enhances the productivity of the commission by keeping abreast of current and emerging technologies and employing them within the commission.

In 1987/88 this branch implemented major systems changes to support government initiatives in the Early Retirement Incentive Program and in providing pension options for privatized employees. It also completed design and initial construction for a phased early retirement program for teachers.

A complete revision to the commission's logical use of terminals and data resulted in substantial enhancements to security.

Treasury Board approval was received and construction started on a major project to rewrite the pension payments system to meet future growth, pension plan changes and audit requirements.

The use of microcomputers continues to expand with systems developed by end-users that save substantial time and money. A micro system was also developed to process long-term disability medical premiums.

Commission and Crown Corporations

Public Service Commission

The Public Service Commission is an independent quasi-judicial body which hears appeals arising from the application of the principle of merit required to be considered with public service appointments. Three commissioners were appointed by order-in-council and are supported by three public service staff members including a registrar.

The commission received a total of 77 appeals in 1987/88 and held hearings in Vancouver, Victoria, New Westminster, Terrace, Williams Lake, Kamloops and Nelson.

To ensure equal and sufficient notification of the appeal procedure, an order was established to amend B.C. Appeal Regulation 52 / 87, and the amendment became effective February 3, 1988. An appeal procedure notice is now mailed to each unsuccessful applicant.

British Columbia Buildings Corporation

The Provincial Secretary and Minister of Government Services is responsible to the Legislative Assembly for this Crown corporation, which publishes its own annual report. The corporation's address is:

3350 Douglas Street,
Victoria, B.C. V8W 2T4

British Columbia Lottery Corporation

This Crown corporation also publishes an annual report. The corporation's address is:

74 West Seymour Street,
Kamloops, B.C. V2C 1E2

Appendices

Ministry Accounts

Expenditures by Program
($ 000s)

		1987/88		1986/87
Minister's office			197	192
Legislative Buildings operations		5,064		4,537
Protocol and Special Services		2,292		3,491
Government House		337		309
Elections		2,586		2,370
Lottery Grants				
expenditures	518			
less recoveries	518			
net costs		0		5
Public Service Commission		151		128
Total Provincial Secretary's programs			10,430	
Air Services		7,271		7,450
Vehicles Management		1,249		1,131
Communications Programs		883		643
Telecommunications Services				
expenditures	37,926			
less recoveries	36,841			
net costs		1,085		0
Postal Services				
expenditures	14,559			
less recoveries	16,701			
net surplus		(2,142)		273
Queen's Printer				
expenditures	29,588			
less recoveries	29,876			
net surplus		(288)		(756)
Provincial Archives		2,335		2,013
Records Management		1,189		1,189
Risk Management		372		214
Total Government Services			11,954	
Government Agents			13,608	12,614
Deputy Minister's and Executive offices		958		818
Administrative Services		1,558		2,946
Financial Services		794		735
Computer Systems		1,894		2,428
Personnel Services		751		511
Planning, Analysis, Legislative Admin. Services		294[1]		
Total Administrative and Support Services			6,249	

	1987/88		1986/87
Superannuation administration			
expenditures	5,100		
recoveries, transfers	5,100		
net costs		0	0
Total Ministry operations		42,438	
Contributions to pensions and employee benefits			
total received by Superannuation	189,077		
less other ministries' contributions	182,147		
net contributions		6,930	6,787
Lottery Fund disbursements[2]		120,112	289,522
Other[3]		50,586	
Total expenditures		220,066	

Notes to Ministry Accounts:

[1] Planning and Analysis

Salaries for unallocated F.T.E.'s. These programs were not active in 1987/88.

[2] Lottery Fund accounts ($ 000s)

Accrued deficit at April 1, 1987		45,049
Received from		
lottery ticket sales	161,212	
public gaming fees	3,852	
returns	97	
total	165,161	
Disbursements		
to Lottery Grants Branch	94,583	
to Budget Stabilization Fund	25,529	
total	120,112	
On account at March 31, 1988		0

[3] Other expenditures ($ 000s)

Bill 62, Early Retiring Incentive Program	42,250
Bill 62, re. *Public Service Act*, Sec 49 (3)	4,990
Royal Commission on Education	1,919
Royal Commission on Electoral Boundaries	754
Royal Commission on the Coquihalla Highway	453
Health Care Facilities insurance claims	144
Royal Commission on Oakalla	58
Re. *School District and College Act*, insurance claims and administration	15
Inquiry Act, Sec 8 (Social Housing Commission)	3
Total	50,586

These accounts are unaudited. Totals may show the effect of rounding figures.

Ministry Personnel

Persons responsible for ministry programs in 1987/88 are listed by branch, with affiliations as defined in the government-wide reorganization of July 6, 1988.

Deputy Provincial Secretary and Deputy Minister of Government Services
Melvin H. Smith, Q.C.
(Deputy Minister of Tourism and Deputy Provincial Secretary)

Elections British Columbia
Harry M. Goldberg, Director

Provincial Secretary's Programs
John A. Mochrie, Assistant Deputy Minister
(Ministry of Tourism and Provincial Secretary)

Government House
J. Michael Roberts, Director

Provincial Archives
John A. Bovey, Provincial Archivist

Records Management Branch
Reuben Ware, Director

Lottery Grants Branch
Peter Martin, Director

Protocol and Special Services Branch
David Harris, Director

Orders-in-Council
Bruce DeBeck, administrator

Government Services
Jerry E. Woytack, Assistant Deputy Minister
(Government Management Services)

Air Services Branch
John M. Taylor, Director

Communications Programs Branch
(now Communications Policy and Programs Branch, Ministry of Regional Development)
John Usher, Executive Director
(Public Affairs Bureau, Ministry of Tourism and Provincial Secretary)

Government Agents Branch
W. D. (Bill) Mitchell, Director
(Ministry of Regional Development)

Postal Services Branch
Robert Goy, Manager

Vehicle Management Branch
Lorrie Adam, Director

Queen's Printer
Vern Burkhardt, Director
(Executive Director, Supply Operations)

Risk Management Branch
Phil Grewar, Director
(Ministry of Finance and Corporate Relations)

Administrative and Support Services

(Ministry of Government Management Services)

Administrative Services Branch
Shirley P. Kerr, Director

Computer Systems Branch
Byron E. Barnard, Director

Financial Services Branch
Ian G. Fraser, Director

Personnel Management Branch
Jim Viger, Director

Information Services
Mike Hughes, Public Information Officer
(Ministry of Tourism and Provincial Secretary)

Superannuation Commission

John W. Cook, Superannuation Commissioner
(Ministry of Government Management Services)

Benefits and Policy Branch
Margaret Marriott, Director

Finance Branch
Victor Barwin, Director

Information Management Branch
John Arduini, Director

Commission and Crown Corporations

Public Service Commission
Graeme C. Roberts, Chairman

British Columbia Buildings Corporation
Dennis R. Truss, President and CEO

B.C. Lottery Corporation
Guy A. Simonis, President and CEO

Acts Administered by the Ministry

- Blind Persons Contribution
- British Columbia Day
- British Columbia Buildings Corporation
- Captain Cook Bi-Centennial Commemoration
- Constitution
- Document Disposal
- Dogwood, Rhododendron and Trillium Protection
- Douglas Day
- Election
- Election Amendment, 1987
- Emblem and Tartan Act
- Inquiry
- Klondike National Historic Park
- Legislative Assembly Allowances and Pension
- Lottery
- Lottery Corporation (not in force)
- Ministry of Provincial Secretary and Government Services, except section 6
- Ministry of Transportation and Highways (s. 59)
- Pension Agreement
- Pension (College)
- Pension (Municipal)
- Pension (Public Service)
- Pension (Public Service) Amendment, 1987
- Pension Society
- Pension (Teachers)
- Pension (Teachers) Amendment, 1987
- Public Sector Restraint
- Public Service, except sections 2 & 3
- Pension Service Benefit Plan
- Queen's Printer
- Scholarship
- Telephone (Rural)
- Vancouver Centennial Celebration